

Procurement Services

Goal #2 - To govern and manage the City's records and information utilizing best practices that efficiently and effectively support the activities of our customers in accordance with City ordinance and regulatory requirements.

Measure	Actual	Target	Status
Record Management - Timeliness	100%	95%	<div></div>

Why is this measure important?

The ability to quickly obtain information saves City employees time and money. Source documentation and information that is not stored electronically is housed in remote, safe and secure locations. When these "hard copy" documents are requested, the Procurement Services Division is responsible to retrieve them within an agreed upon and usually short period. Documents in high demand often pertain to legal, financial and human resources inquiries.

What do these numbers tell us?

The General Services Department's Procurement Services Division has historically been quite attentive to its customers needs. The goal of 95% allows for misfiled documents, which may take longer to locate. However, the Division met its agreed upon turnaround 100% of the time this month. (Updated October 2015)

Stored record requests retrieved
within agreed upon Service Level

